



## UNITED STATES MARINE CORPS

BLOUNT ISLAND COMMAND  
5880 CHANNEL VIEW BOULEVARD  
JACKSONVILLE, FLORIDA 32226-3404

IN REPLY REFER TO:  
1754  
Code 920  
18 Feb 14

From: Commanding Officer  
To: Distribution List

Subj: FAMILY READINESS CRISIS COMMUNICATIONS POLICY

Ref: (a) MCO 1754.9A

1. Purpose. Provide timely and accurate communication to the Marines, Spouses and family members in the event of a crisis. The Deputy Family Readiness Officer (DFRO) will proactively seek guidance from myself or my designated representative before sending any communication during or following a crisis situation.

2. Cancellation. This letter will remain in effect until revision or when indicated by the appropriate authority.

3. Information. Per the reference, the Unit Personal and Family Readiness Program (UPFRP) directs the establishment of policy to disseminate information to the Marines, Sailors, spouses and designated parents/extended family members in the event of a crisis. Examples of a crisis or perceived crisis for this purpose include an entire unit family being killed in a car accident, a base closure due to an impending hurricane or other weather phenomena, gate closures due to a security breach or a helicopter crash in the country/vicinity of our deployed members.

a. The Deputy Family Readiness Officer (DFRO) and appointed volunteers of the program have no role in the casualty notification process; therefore, any unsolicited communication from the DFRO that is deemed necessary by the commanding officer, shall be passed through the Casualty Assistance Calls Officer (CACO). Information disseminated by Marine Corps Logistics Command personnel will not interfere with or precede the Marine Corps policy for casualty notification.

b. Each crisis occurrence will dictate the method of communication and will not necessarily be the same. I, or my representative, will advise the DFRO on which part of the Organizational Communication System to use and will personally approve the content of the communication. Options available include one or a combination of the methods listed below:

- (1) Marine Online
- (2) eMarine
- (3) Email Distribution List
- (4) Command Phone Tree
- (5) Any additional methods available at my disposal

4. The DFRO will be available to liaison with the various support programs/agencies on base or in the community that can provide assistance in a the event of a crisis.

5. My underlying desire is to provide accurate and timely communication to the Marines, spouses and family members.

  
M. R. CRABILL